



March 2002

## MEDIATION PROGRAM

### The Informal Resolution Process

*Submitted by José Castro-Palomino, Division's Office of Consumer and Family Support*

**Do you have concerns about services, providers or roommates that you can't get resolved to your satisfaction?**

Try the Division's Mediation Program.

**What is mediation and how can it help?**

Mediation is an informal process for resolving conflicts. It is less stressful than the formal grievance and appeals process.

As an alternative dispute resolution program, the Division works in conjunction with the Arizona Attorney General's Office to offer individuals with developmental disabilities, their families and service providers a means of resolving problems before they escalate. For most people, conflict is frightening and stressful. However, when managed properly, conflict can result in the productive airing of differences leading to creative solutions.

**Who facilitates the mediation?**

Mediators facilitate the process. They are neutral parties and cannot be Division staff. The Attorney General's Office trains mediators for the role of helping to define the issues and guide the communication to reach a mutually acceptable agreement. Final mediated agreements are not made by the mediators but are made solely by the participants.

**What is a mediated agreement?**

It is a consensus agreement written by the mediator and signed by all parties. The agreement is an action plan defining each party's role in resolving the conflict.

**Are the agreements binding?**

Mediation is not binding, but the Division and its service providers are committed to abide by the agreements made by the participants. However, other parties may withdraw from the agreement without penalty.

**How long does mediation take?**

Mediation meetings are normally two hours in length and range from one to three sessions, depending on the complexity of the issues.

**Is mediation confidential?**

Yes, the mediator will not discuss information from the mediation with outside parties.

**If the mediation fails, can I still file a grievance?**

Absolutely. Mediation does not restrict the rights to the grievance and appeals process.

Contact José Castro-Palomino at 602-542-6845 (outside Maricopa County at 866-229-5553) or e-mail at [J.C.Palomino@mail.de.state.az.us](mailto:J.C.Palomino@mail.de.state.az.us) for more information and for what specific issues can be resolved through mediation.

#### Table of Contents

Mediation Program.....	Page 1
May is National Foster Care Month.....	Page 2
Family Member as & Friends as Service Providers....	Page 3
Medical Column.....	Page 4
Acronym Cartoon.....	Page 4

# MAY IS NATIONAL FOSTER CARE MONTH

*Submitted by Ann Turnlund, Division's Child Welfare Specialist*

May as National Foster Care Month is dedicated to honoring foster families for their commitment to providing safe, stable and nurturing homes for children who are placed in foster care. Foster parents find their experiences rewarding and fulfilling by making a critical difference in a child's life. More good foster parents are always in high demand.



Arizona has approximately 425 licensed and contracted foster care homes that provide foster care to nearly 500 children with developmental disabilities. Benefits of foster parenting go beyond supports of reimbursements, specialized training and respite care. Most foster parents do it because they love children, they want to help children and they want to give back to the community. A foster parent is a key team member setting goals and contributing to plans for a child's future by working closely with birthparents and such professionals as support coordinators, psychologists, teachers, therapists, nurses and licensing staff.

Foster parents rarely run out of stories to tell about the rewards and personal satisfaction they glean from providing foster care. One foster pa

Andrea eagerly shares her years of experience and gratification with other perspective foster par After providing years of foster care for over 20 children through the Administration of Children and Fam and the Division of Developmental Disabilities, she refers to foster parenting as the "hardest job you'll love". It is difficult to say goodbye to a child who is returning home or is being sent to a permanent ado home when foster care is no longer needed. Yet Andrea knows that it is part of the job and is happy to help until a child can be placed in a permanent home. The experience of nurturing and loving a child is challen and very gratifying. "I love it," says Andrea.

During May, foster parents will be sharing their experiences and recruiting others to join in this rewar experience as a valuable contributor to the health, safety and well-being of the children in community. Find out more about becoming a foster parent and the requirements by ca Ann Turnlund at 602-542-6830 (outside Maricopa County call toll free at 866-229-5553) or email [ATurnlund@mail.de.state.az.us](mailto:ATurnlund@mail.de.state.az.us)



District offices can also help with foster parent information. Toll free numbers are:

<b>District I</b>	Maricopa County	602-375-1403
<b>District II</b>	Tucson	877-739-3943
<b>District III</b>	Prescott	888-289-2003
	Flagstaff	888-289-7177
	Tuba City	866-283-4520
	Chinle	866-560-8325
<b>District IV</b>	Yuma	877-739-3922
<b>District V</b>	Apache Junction	877-739-3926
	Globe	877-227-1100
<b>District VI</b>	Southern Arizona	877-739-3938 ext 3121

The Division gives special thanks to Arizona's foster parents who, with sel commitment, provide loving temporary homes for children with developmental disabilities.

# FAMILY MEMBERS & FRIENDS AS SERVICE PROVIDERS

*Submitted by Davida Moraga-Monts de Oca, Division Support Coordination Consultant*

The best choice for a service provider may be a friend, neighbor or family member of the individual receiving the services. The Division and advocate groups recognize the positive benefits of supporting people within their own homes and communities with choices and options of service providers. There are many choices available of Division authorized service providers. Some providers are associated with an agency and others are individuals.

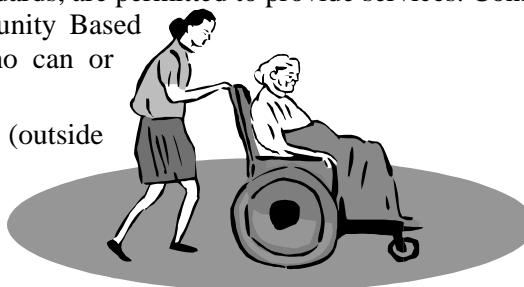
The requirements and type of provider services are driven by the Individual Support Plan (ISP). For example, if an individual needs supports to live in a home environment, he/she with their support team will determine in the ISP what types and amounts of service the individual requires. Fundamentally that means asking what the individual's needs are, what the best ways are to meet those needs and what the family is willing and able to do. Sometimes the needs are met using a contracted service provider. Though funding for services through Medicaid is not intended to replace what families provide, under some circumstances parents or family members can be funded to provide services that support home and community living.

Medicaid's Arizona Long Term Care System (ALTCS) through the Home and Community Based Services (HCBS) program funds and sets service standards. Intermediate Care Facilities for the Mentally Retarded (ICR/MR) settings or Hospice care are services not covered through this program. Providers must be contracted with the Division and Arizona Health Care Cost Containment System (AHCCCS) and certified and licensed as appropriate with the Office of Licensing, Certification and Regulation (OLCR). Requirements for family members vary depending on the relationship, the age of the individual and whether the family member and the individual with developmental disabilities share the same home. Some requirements to be aware of are:

Providers Relationship to Individual -	Parent	Immediate Relative Living with Family	Immediate Relative <b>NOT</b> Living with Family
<u>HCBS Application</u>	Yes	Yes	Yes
<u>Fingerprint Clearance</u>			
If individual is under 18 years old	Not Applicable	Yes	Yes
If individual is 18 years or older	No	No	Yes
<u>Cardio Pulmonary Resuscitation (CPR) Certification</u>	Yes	Yes	Yes
<u>First Aid Training</u>	Yes	Yes	Yes
<u>Home Safety and Fire Inspection</u>			
If service is provided in the individual's home	No	No	No
If service is provided in provider's home when it is not the individual's home	Not Applicable	No	Yes
<u>Other training as specified in the ISP</u>	Yes	Yes	Yes

There are some restrictions for family members in the providing of HCBS. If an individual receiving services is under 18 years of age, the parent(s) or stepparent(s) cannot provide services for this individual. If an individual is over 18 years of age, the parent(s) or stepparent(s) cannot provide respite services for this individual. An individual with a developmental disability cannot have his/her spouse as a service provider. Other family members of an adult or minor child, who meet qualification standards, are permitted to provide services. Consult with your support coordinator or the local Home and Community Based Service coordinator, if there are any questions regarding who can or cannot provide Home and Community Based Services.

Contact Davida Moraga-Monts de Oca at 602-542-0419 (outside Maricopa County call toll free at 866-229-5553) or email [Dmoraga-montedeoca@mail.de.state.az.us](mailto:Dmoraga-montedeoca@mail.de.state.az.us) for any further information.





## MEDICAL COLUMN

Dr. Bob Klaehn

Submitted by Bob Klaehn, Division Medical Director

In this first of many (I hope!) columns for this newsletter, I'd like to introduce myself and tell all of you how pleased I am to be working for the Division of Developmental Disabilities! I am Bob Klaehn and I have been a Medical Director for the Division since September 2001. I am one of two Medical Directors. The other is Dr. Laura Nelson.

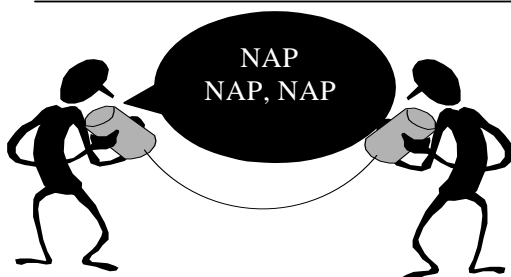
I am a child psychiatrist with a career-long interest in working with individuals with developmental disabilities. My other current professional interests are in infant and toddler psychiatry and the development of community-based systems of care for individuals with severe developmental and emotional disturbances. I have lived in Arizona for the past 5 years, but have been a frequent "winter visitor" since the mid-1970's when my mother moved to the state.

As part of my work for the Division, I helped develop a day-long training conference for both Division staff members and our friends in the Regional Behavioral Health Authorities called "State of the Art: An Integrated Approach to Community Treatment and Support of People with Developmental Disabilities." It has been my pleasure to present these with Dr. Joe Patterson and my co-worker Director Dr. Laura Nelson, each with their own unique expertise in our field. My own presentation emphasizes the importance of access to psychotherapy and Wraparound services for individuals with developmental disabilities. We presented this conference in Phoenix in November 2001 and again in Tucson in February of this year. We will be presenting in Yuma on April 11 and again in Flagstaff on June 13. I look forward to meeting Division staff and the families of our clients at those upcoming conferences!

Contact me at 602-364-1140 (outside Maricopa County call toll free at 800-624-4964) or email [Rklaehn@mail.de.state.az.us](mailto:Rklaehn@mail.de.state.az.us)

***Got an acronym joke or humorous story? Want to see it in print? Just submit an acronym joke or story to the Editor at the address in the editorial box below.***

Joke by Vicky Weaver



N  
O  
A  
C  
R  
O  
N  
Y  
M  
S  
P  
L  
E  
A  
S  
E  
!

